



Town of Vienna, Virginia Police Department Media Information Release

3rd UPDATE with new contact information as of July 17th at 11:00 a.m.

The Vienna Police Department's non-emergency phone lines continue to malfunction as of 11:00 a.m. on July 17th. Verizon is still working to correct the problem but it is not known when the lines will be fully repaired.

Temporary Non-Emergency Number- Citizens should now use 703-938-4900 and may also use 703-255-6378 and 703-255-6379 for non-emergency contact with the Vienna Police.

9-1-1 emergency lines continue to function properly.

When repairs are completed an update will be issued.

Previous Media Release from July 15, 2011:

UPDATE- as of July 15 at 9:00 a.m.

The Vienna Police Department's non-emergency phone lines continue to malfunction as of 9:00 a.m. July 15th. Verizon is working to correct the problem and estimates that they will be repaired by approximately 9:00 p.m. tonight, July 15th. Citizens should continue to use the non-emergency numbers in the manner outlined below for non-emergencies.

9-1-1 emergency lines continue to function properly.

Previous Media Release from July 14, 2011:

Non- Emergency Phone Line Issues at Town of Vienna Police Dispatch

The non-emergency telephone lines at the Town of Vienna Police Department are not functioning correctly as a result of the storms yesterday.

The 9-1-1 emergency system is operating correctly. Citizens needing emergency assistance should still dial 9-1-1 to reach the dispatcher.

Citizens needing to contact the Department for non-emergency assistance should call 703-255-6378 or 703-255-6379. When using these lines citizens may get a busy tone if the line is in use. In this case they should try dialing again.

Individuals that call 703-938-4900 will get a busy tone. Individuals calling 703-255-6366 will hear a ringing tone but it will not go through to the dispatcher.

Verizon is aware of the issue and is working to correct the problem.

Non- emergency inquiries that can be handled via email can be sent to police@viennava.gov .

**For further information please contact:
MPO Bill Murray- Town of Vienna Police Department
Public Information Officer at wmurray@viennava.gov or 703-255-6396**